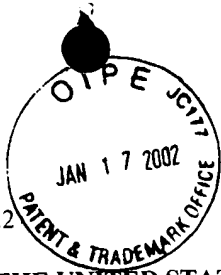


#4



COMMUNICATIONS
SECTION

Docket No.: 1509-222

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of
Lawrence WILCOCK *et al.*
Serial No. 09/977,494
Filed: October 16, 2001
For: CONTACT CENTER

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: Group Art Unit: 2631
:
: Examiner: Unknown

INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
Washington, D. C. 20231

Sir:

In accordance with the provisions of 37 C.F.R. 1.56, 1.97 and 1.98, the attention of the Patent and Trademark Office is hereby directed to the documents listed on the attached form PTO-1449. It is respectfully requested that the documents be expressly considered during the prosecution of this application, and that the documents be made of record therein and appear among the "References Cited" on any patent to issue therefrom.


This Information Disclosure Statement is being filed within three months of the U.S. filing date OR before the mailing date of a first Office Action on the merits. No certification or fee is required.

Respectfully submitted,

LOWE HAUPTMAN GILMAN & BERNER, LLP

Allan M. Lowe
Registration No. 19,461

1700 Diagonal Road, Suite 310
Alexandria, Virginia 22314
(703) 684-1111 AML/klb
(703) 518-5499 Facsimile
January 17, 2002

INFORMATION DISCLOSURE CITATION IN AN APPLICATION (PTO-1449)				ATTY. DOCKET NO. 1509-222		SERIAL NO. 09/977,494	
				APPLICANT Lawrence WILCOCK <i>et al.</i>			
				FILING DATE October 16, 2001		GROUP 2631	
U.S. PATENT DOCUMENTS							
EXAMINER'S INITIALS	PATENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE	
	5,838,682	11/17/98	Dekelbaum <i>et al.</i>				
	5,848,143	12/08/98	Andrews <i>et al.</i>				
	5,884,032	03/16/99	Bateman <i>et al.</i>				
FOREIGN PATENT DOCUMENTS							
EXAMINER'S INITIALS	PATENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	Translation	
						Yes	No
	0 820 028 A2	01/21/98	Europe				
	0 829 996 A2	03/18/98	Europe				
	0 838 770 A2	04/29/98	Europe				
	2 320 843 A	07/01/98	United Kingdom				
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	WO 01/28206 A1	04/19/01	WIPO				
OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)							
Todd Neff, <i>The Multimedia Contact Center: Corporate Façade or Human Face</i> , April 10, 2000, pages 1-69							
Cobrow Homepage - www.cobrow.com , January 21, 2000							
EXAMINER				DATE CONSIDERED			

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to Applicant.